
SERVICE AGREEMENT



MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT



Ministry of
Children and Family
Development

**MINISTRY SERVICE AGREEMENT:
FT11711002**

**DOING BUSINESS AS: B.C. FAMILY
HEARING RESOURCE SOCIETY**

Agreement Name: Specialized Early Intervention
Services

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF
BRITISH COLUMBIA, represented by
The Minister of Children and Family Development
(the "Province", "we", "us", or "our" as applicable) at the following
address:

4334 Victory Street
Burnaby, British Columbia
Canada V5J 1R2
Authorized Email: Diana.Tarchuk@gov.bc.ca

Fax Number: (604)660-1859
Email:

AND

B.C. FAMILY HEARING RESOURCE SOCIETY
(Legal Name)

(the "Contractor", "you", or "your" as applicable) at the following
address:

15220 92 AVE
SURREY, BC
V3R 2T8

Fax Number: (604)584-2800
Email:

The term for the Service Agreement begins on:

01/07/2015
(Day/Month/Year)

and ends on

31/03/2018
(Day/Month/Year)

THE PARTIES AGREE TO THE TERMS AND CONDITIONS OF THE SERVICE AGREEMENT LOCATED ON THE
MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT'S WEBSITE, VERSION 1.1 DATED JANUARY 13, 2015,
AND AGREE TO BE BOUND BY THE SCHEDULES LISTED BELOW AND ATTACHED TO THIS AGREEMENT:

- SCHEDULE A - SERVICES
- SCHEDULE B - PAYMENT
- SCHEDULE C - APPROVED SUBCONTRACTOR(S)
- SCHEDULE D - INSURANCE
- SCHEDULE E - AUTHORIZED PERSON
- SCHEDULE F - INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)
- SCHEDULE H - ADDITIONAL TERMS
- SCHEDULE I - REPORTING REQUIREMENTS

(collectively, the "Agreement")

SIGNED AND DELIVERED on the _____ day of _____,
_____ on behalf of the Province by its
duly authorized representative

Signature: _____

Print Name: Rebecca Storey

Position: Director or Designate

Responsibility
Centre: VICTORY HILL RESIDENTIAL

SIGNED AND DELIVERED on the _____ day of _____,
_____ by or on behalf of the Contractor (or by its
authorized signatory or signatories if the Contractor is a corporation)

Signature: _____

Print Name: Noreen Simmons

Position: Executive Director or Designate

Signature: _____

Print Name: _____

Position: _____

**Contractor: By signing above you agree that you have read, understand, and agree to be
bound by, the Terms and Conditions and the Schedules for the Service Agreement**

SUMMARY

Term 01/07/2015 to 31/03/2018

Total Amount of Agreement (not including any applicable taxes)

\$4,440,321.00

Allocation by Programs and Services

Grouped Services		
<i>Speech & Language Development (Child/Family)</i>		
Intervention - Therapeutic Intervention/Treatment		\$4,440,321.00
Non-Program Services		
	Sub-Total	\$0.00
	Total	\$4,440,321.00

Allocation by Community

Communities Served

Allocation by Business Area

Core Business Area	Business Area - Sub Business Area	
ECD, Child Care and Children and Youth with Special Needs		
	Children and Youth with Special Needs	\$4,440,321.00
	Sub-Total	\$4,440,321.00
	Total	\$4,440,321.00

SCHEDULE A - SERVICES

The Contractor will provide:

Province wide and regular/ongoing services consisting of an integrated family-centred approach to specialized early intervention services for children who are deaf or hard of hearing from birth to school-age offering a full range of language development intervention approaches*.

* “Full Range of Language Development intervention approaches” includes listening and spoken language approaches, sign language and visual language approaches, augmentative communication systems to support language access based on child’s needs, and early literacy foundations.

The Province reserves the right at its sole discretion to invoke the option to renew for two additional one year terms.

If an option to renew is being contemplated, the Province will provide 6 months advance notice of its intention to renew.

Speech & Language Development (Child/Family)

SERVICE: INTERVENTION - THERAPEUTIC		Total Amount	\$4,440,321.00
INTERVENTION/TREATMENT			
Definitions	Structured, planned and empirically supported therapy/treatment.		
Project Code	18CN294		
Input	Qualified Staff		
Output Indicators	# Direct One to One Hours	Quantity	
Reporting Frequency	Quarterly		
Core Business Area	ECD, Child Care and Children and Youth with Special Needs		
Business Area	Children and Youth with Special Needs		
Communities Served			
	Recipient(s)	Amount	\$0.00

This allocation is provided as an estimate.

Additional Descriptions

ACTIVITIES

The Contractor will provide:

1. Individual language development services;
2. Individualized family service planning (including assessments);
3. Group services; and
4. Collaborative service planning (including outreach and contracted services).

We will work with you to extrapolate pertinent information from your RFP proposal which will be added to the Contract via a contract modification on or before October 31, 2015.

SERVICE DESCRIPTION

The Contractor will deliver the following services by:

1. Providing individual language development services that may include spoken language, sign language, and early literacy as determined by the Individual Family Service Plan (IFSP) and based on the individual child's developing needs;
2. Providing individualized family service planning using a family-centered approach. Families will be expected to have opportunities for networking with other families and meeting Deaf and Hard of Hearing adult role and language models;
3. Providing group services that include instruction and learning time in language and literacy development. Group programs may include preschool, parent-child groups, or special events to meet the needs of families;
4. Collaborating with other service providers based on the IFSP in order to maximize access to developmental services and avoid duplication between service providers. Special attention is expected to facilitate successful school entry transitions;
5. Providing children with language development services in person or via accessible technology in a manner and frequency in keeping with international best practice standards;
6. Providing regular assessments of each child's language to monitor service outcomes;
7. Receiving referrals from a variety of sources including families, BCEHP Provincial Intervention Coordinator, early childhood educators or teachers, medical doctors, public health nurses, audiologists, supported child care consultants, infant development consultants and other such professionals.
8. Providing all services according to standards and guidelines identified in Schedule H as well as international best practice standards;
9. Providing a report which outlines barriers to achieving these standards on an annual basis; and
10. Developing a cost per service matrix along with a plan to achieve this deliverable. The plan will identify actions to be taken, how progress will be measured, tracked and reported on along with recommendations for implementation based upon a three year timeframe to achieve this deliverable.

OUTCOMES

Through the delivery of the services the Province wishes to realize the following outcomes and, without limiting the obligation of the Contractor to comply with other provisions of this Part, the Contractor must use commercially reasonable efforts to achieve them:

The outcomes expected are as follows:

1. Families report that they have clear, updated IFSPs &/or Community Service Plans (CSP) that provide meaningful information regarding their child's development;
2. Families report that group learning opportunities are available for their children; and
3. Families report satisfaction with access to and frequency of services that meet the unique needs of their child (regardless of where they happen to live in the province).

OTHER

- a) The provision of early intervention services is carried out by appropriate qualified professional (s) that include: certified Teacher of the Deaf and Hard of Hearing, Speech Language Pathologist or Listening or Spoken Language Specialist) Qualified support professional(s) include: Early Childhood Educator, Sign language Instructor, Deaf mentors
- b) The groups will employ a family-centred approach to early intervention
- c) Number of children: minimum of 2 to a maximum of 20
- d) Hours per day: minimum of 1 hour to a maximum of 3 hours per day
- e) Groups will specify the total number of sessions in a given year
- f) Groups can comprise of children with a specific or a combination of communication modalities (e.g., spoken language, American Sign Language, other visual language approaches, a combination of spoken and sign supported speech)
- g) Group will include children with additional needs (e.g., cognitive-language delays, sensory-motor challenges and visual challenges)
- h) Group intervention sessions will include one or more of the following language, literacy and communication intervention components:
 - i. Listening and attention
 - ii. Phonological awareness, speech sound awareness and articulation
 - iii. Vocabulary (English and/or American Sign Language) that includes receptive and expressive language
 - iv. Alphabetic knowledge
 - v. Grammatical forms and sentence structure
 - vi. Reading activities
 - vii. Narrative skills
 - viii. Pragmatic skills
 - ix. Cognitive skills
- i) Groups will list specified objectives/goals and number of activities in each session(s)
- j) Groups will include specific and general group skills listed for each child
- k) Groups will include parental involvement on a regular basis in the form of group participations, educational strategies for parents to practice with their children, and guided observation of group activities

Sub-contractors may receive group funding and reimbursement as per the following:

Group intervention programs/services

Group intervention services will be eligible to bill up to a maximum of 2500 hours per fiscal year at a rate of \$40.00 per hour provided by an intervention or a support staff resource. Funding amount will be up to a maximum of \$100,000 per fiscal year.

Group sign language services

Group sign language services will be eligible to bill up to a maximum of 2500 hours per fiscal year at a rate of \$40.00 per hour provided by a sign language instructor.

Funding amount will be up to a maximum of \$100,000 per fiscal year.

The funding identified above is inclusive within the overall Contract aggregate maximum.

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.
- Communities support the development and growth of children and youth with special needs.

SCHEDULE B – PAYMENT

Aggregate Maximum and Taxes

- 1.1 Subject to the provisions of the Agreement, we will pay you an amount not exceeding \$4,440,321.00 (not including any applicable taxes), in the aggregate, for providing the Services set out in Schedule A, during the term of this Agreement.
- 1.2 In addition, we will pay you any applicable taxes payable by the Province under law or agreement with the relevant taxation authority in relation to amounts payable under this schedule.

Payments

2.1 Monthly Recurring

We will pay you on or about the 15th day of the month commencing on the 1st day of July, 2015 as provided in the following payment schedule:

From	To	Amount	Total
July 1, 2015	July 31, 2015	\$128,197.00	\$128,197.00
August 1, 2015	February 28, 2018	\$134,754.00	\$4,177,374.00
March 1, 2018	March 31, 2018	\$134,750.00	\$134,750.00
			\$4,440,321.00

Attachments

Name	Financial Reporting and Management Requirements	<i>Financial Reporting and Management Requirements.docx</i>
Description	Financial Reporting	

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

- 1.1 The following persons, groups of persons, or organizations, are specified as Subcontractors under section 12 of the Service Agreement:

1. Deaf Children's Society of B.C.

SCHEDULE D – INSURANCE

- A. On behalf of the Contractor, the Province will purchase and maintain Commercial General Liability insurance (Master Insurance Program) in the amount of \$2,000,000 inclusive per occurrence against personal injury (including bodily injury), third party property damage arising out of the Contractor's performance of the Services set out in this Agreement.
- B. The Contractor is responsible for and will pay any deductible under the Master Insurance Program.
- C. The Province will obligate the Master Insurance Program's managing broker to provide the Contractor with a Certificate of Insurance and a copy of the Master Insurance Program policy wording.
- D. The Province will take reasonable steps to ensure the coverage specified in section A is continuous for the duration of this Agreement. The Province will not be responsible for providing coverage in the event the insurance is cancelled or reduced by the insurer.
- E. The Province does not represent or warrant that the Master Insurance Program covers any and all losses. The Contractor is responsible for ascertaining the exact nature and extent of coverage of the Master Insurance Program as well as the terms and conditions of the Master Insurance Program policy wording. No term or condition of this Agreement amends, extends or alters the coverage afforded by the Master Insurance Program policy wordings.
- F. Where the contractor uses a vehicle to perform the services as described in Schedule A the Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than \$2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form.
- G. The Contractor will provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section A.

SCHEDULE E – AUTHORIZED PERSONS

Authorized Persons

- 1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Service Agreement:

Noreen Simmons, Executive Director or Designate

- 1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Service Agreement:

Diana Tarchuk, Coordinator

Rebecca Storey, Director or Designate

Conflict Resolution Officials

- 1.1 The designated “Officials” of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	Contractor
Stage One:	Involved staff	Executive Director or Chairperson
Stage Two:	Program Director	Executive Director or Chairperson
Stage Three:	Executive Director	Executive Director or Chairperson

SCHEDULE F – INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)

Purpose

The purpose of this Schedule is to:

- (a) enable the Province to comply with the Province's obligations with respect to:
 - (i) creation, maintenance, retention and final disposition of the Province's Records, and
 - (ii) protection of Personal Information collected under this Agreement and pursuant to *FOIPPA*.
- (b) ensure that, as a service provider, the Contractor is aware of, and complies with, the Contractor's information management and protection (records, privacy and security) obligations with respect to:
 - (i) the Province's Records, and
 - (ii) the Personal Information collected or created under this Agreement.

Applicability

This Schedule applies to the management of the Province's Records and to the management of Personal Information contained in the Province's Records.

The Contractor must manage the Province's Records in accordance with this Schedule and in accordance with MCFD Contractor's Information Management Guidelines, which provide directions and standards to assist the Contractor in complying with this Schedule.

Definitions

1. In this Schedule:

- a) “**access**” means the ability or opportunity of a person to view, study, or obtain a copy of records;
- b) “**FOIPPA**” means the *Freedom of Information and Protection of Privacy Act* (British Columbia);
- c) “**contact information**” means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
- d) “**control**” (of a record) means the power or authority to manage the record throughout its life cycle, including restricting, regulating and administering its use and disclosure;
- e) “**custody**”(of a record) means having physical possession of a record, regardless of the format (e.g., paper or electronic).
- f) “**Personal Information**” means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province or the Contractor dealing with the same subject matter as the Agreement, but excluding any information that, if this Schedule did not apply to it, would not be under the control of a public body as interpreted under the FOIPPA;
- g) “**Services Worker**” means an individual involved in providing the Services for or on behalf of the Contractor and, for greater certainty, may include the Contractor or a subcontractor of an individual, or an employee or volunteer of the Contractor or of a subcontractor.

RECORDS MANAGEMENT

Records Retention and Disposition

2. The Contractor must return the Province's Records regardless of format to the Province within the following time frames:
 - (a) within 30 calendar days of expiry or termination of the Agreement;
 - (b) within 7 calendar days of the Contractor receiving a request for return from the Province;
 - (c) when closed records volume is identified by the Contractor as warranting the transfer and the Province has provided written approval; or
 - (d) immediately when a Contractor advises the Province that they are no longer providing services or when the Province is concerned about the management of the Province's Records following a breach of security or privacy, including an unauthorized disclosure.

PRIVACY PROTECTION

Collection of Personal Information

3. The Contractor may only collect or create Personal Information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.
4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect Personal Information directly from the individual the Personal Information is about.
5. Except as otherwise permitted by FOIPPA, the Contractor must tell an individual from whom the Contractor collects Personal Information:
 - (a) the purpose for collecting it,
 - (b) the legal authority for collecting it, and
 - (c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of Personal Information.

Accuracy of Personal Information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any Personal Information to be used by the Contractor or the Province to make a decision that directly affects the individual the Personal Information is about.

Requests for access to Personal Information

7. If the Contractor receives a request for access to Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to Information Access Operations with the Ministry of Technology, Innovation and Citizens' Services or successor.

Correction of Personal Information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any Personal Information, the Contractor must correct or annotate the information in accordance with the direction.
9. When issuing a written direction under section 8 of this Schedule, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10 of this Schedule.
10. Within 5 business days of correcting or annotating any Personal Information under section 8 of this Schedule, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.
11. If the Contractor receives a request for correction of Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and provide the Provincial official's name or title and contact information to the person making the request.

Protection of Personal Information

12. The Contractor must protect Personal Information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any security arrangements expressly set out in the Security section of this Schedule.

Storage and access to Personal Information

13. Unless the Province otherwise directs in writing, the Contractor must not store Personal Information outside Canada or permit access to the Personal Information from outside Canada.

Retention of Personal Information

14. Unless the Agreement otherwise specifies, the Contractor must retain Personal Information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of Personal Information

15. Unless the Province otherwise directs in writing, the Contractor may only use Personal Information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of Personal Information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose Personal Information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.
17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose Personal Information outside Canada.

SECURITY

Services Worker confidentiality agreements

18. The contractor must immediately provide notice to the contract manager of any suspected information incident that threatens privacy or information security.
19. The Contractor must not permit a Services Worker who is an employee or volunteer of the Contractor to have access to Personal Information unless the Services Worker has first entered into a confidentiality agreement with the Contractor to keep Personal Information confidential on substantially similar terms as those that apply to the Contractor under the Agreement.

Services Worker security screening

20. The Contractor may only permit a Services Worker who is an employee or a volunteer of the Contractor to collect or have access to Personal Information, or otherwise be involved in providing the Services if, after having subjected the Services Worker to personnel security screening requirements as outlined in Appendix F1 to this Schedule, the Contractor is satisfied that the Services Worker does not constitute an unreasonable security risk.

Services Worker activity logging

21. The Contractor must create and maintain detailed Contractor's Records logging the activities of all Service Workers in relation to:
 - (a) their access to Personal Information; and
 - (b) any other matters specified by the Province in writing for the purposes of this section.

Facilities and Equipment protection and access

22. The Contractor must create, maintain and follow a documented process to:
 - (a) protect Facilities and Equipment of the Contractor required by the Contractor to provide the Services from loss, damage or any other occurrence that may result in any of those Facilities and Equipment being unavailable when required to provide the Services; and,

- (b) limit access to Facilities and Equipment of the Contractor:
 - i. being used by the Contractor to provide the Services; or
 - ii. that may be used by someone to access information,

to those persons who are authorized to have that access and for the purposes for which they are authorized, which process must include measures to verify the identity of those persons.

- 23. If the Province makes available to the Contractor any Facilities or Equipment of the Province for the use of the Contractor in providing the Services, the Contractor must comply with any policies and procedures provided to it by the Province on acceptable use, protection of, and access to, such Facilities or Equipment.

Integrity of Information

- 24. The Contractor must create, maintain and follow a documented process for maintaining the integrity of information while in the custody of or accessed by the Contractor.
- 25. For the purposes of section 24 of this Schedule, maintaining the integrity of information means that, except to the extent expressly authorized by the Agreement or approved in writing by the Province, the information has:
 - (a) remained as complete as when it was acquired or accessed by the Contractor; and
 - (b) not been altered in any material respect.

Documentation of changes to processes

- 26. The Contractor must create and maintain detailed Records logging any changes it makes to the processes described in sections 21 and 22 of this Schedule.

Secure Storage

- 27. The Contractor must securely store the Province's Records in the Contractor's custody.

GENERAL

Notice

- 28. The Contractor must immediately provide notice to the Province of
 - (a) a possible or confirmed foreign demand or request for disclosure, including the information required by section 30.2(3) of FOIPPA or
 - (b) anticipated or actual non-compliance with this Schedule, unauthorized access, collection, use, disclosure, storage, alteration or disposal of information or Records containing information; or
 - (c) unauthorized access to Facilities or Equipment.

In this provision, "foreign demand for disclosure" and "unauthorized disclosure of personal information" bear the same meanings as in section 30.2 of FOIPPA.

- 29. The Contractor must immediately provide notice to the Province of any non-compliance, or anticipated inability to comply, with a provision in this Schedule in any respect.

Compliance, Audit and Review

- 30. The Contractor must, in relation to the Province's Records, comply with:
 - (a) the requirements of FOIPPA applicable to the Contractor as a service provider, including any applicable order of the commissioner under FOIPPA, and
 - (b) any direction given by the Province under this Schedule.
- 31. The Contractor acknowledges that it is familiar with the requirements of FOIPPA governing Personal Information that are applicable to it as a service provider.
- 32. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect, and at the Province's discretion, copy, any of the Province's Records, or any of the Contractor's information management policies or practices or Records relevant to the Contractor's management

of the Province's Records or the Contractor's compliance with this Schedule. The Contractor must permit and provide reasonable assistance to any such inspection.

33. If the Province conducts a review of a matter described in section 28 or 29 of this Schedule (whether or not the matter came to the attention of the Province as a result of a notification under section 28 or 29 of this Schedule), the Contractor must, on the request of the Province, participate in the review to the extent that it is reasonably practicable for the Contractor to do so.

Interpretation

34. Any reference to the "Contractor" in this Schedule includes any subcontractor, agent, or volunteer retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors, agents, and volunteers comply with this Schedule.
35. If a direction or provision of the Agreement or any Schedule conflicts with a requirement of FOIPPA or an applicable order of the commissioner under FOIPPA, the conflicting provision of the Agreement or Schedule will be inoperative to the extent of the conflict.
 - (a) If there is a conflict between a documented process required by this Schedule to be created or maintained by the Contractor and this Schedule, the provision of this Schedule will prevail to the extent of the conflict.
36. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.
37. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 38 of this Schedule, the law of any jurisdiction outside Canada.
38. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with FOIPPA.

SCHEDULE F – Appendix F1 – Security screening requirements

The personnel security screening requirements set out in this Appendix F1 are for the purpose of assisting the Contractor to determine whether or not a Services Worker constitutes an unreasonable security risk.

Verification of name, date of birth and address

1. The Contractor must verify the name, date of birth and current address of a Services Worker by viewing at least one piece of “primary identification” of the Services Worker and at least one piece of “secondary identification” of the Services Worker,* as described in the table following this section. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records. For a Services Worker from another province or jurisdiction, reasonably equivalent identification documents are acceptable.

Primary Identification	Secondary Identification
<p>Issued by ICBC:</p> <ul style="list-style-type: none">• B.C. driver’s licence or learner’s licence (must have photo)• B.C. Identification (BCID) card <p>Issued by provincial or territorial government:</p> <ul style="list-style-type: none">• Canadian birth certificate <p>Issued by Government of Canada:</p> <ul style="list-style-type: none">• Canadian Citizenship Card• Permanent Resident Card• Canadian Record of Landing/Canadian Immigration Identification Record	<ul style="list-style-type: none">• School ID card (student card)• Bank card (only if holder’s name is on card)• Credit card (only if holder’s name is on card)• Passport• Foreign birth certificate (a baptismal certificate is not acceptable)• Canadian or U.S. driver’s licence• Naturalization certificate• Canadian Forces identification• Police identification• Foreign Affairs Canada or consular identification• Vehicle registration (only if owner’s signature is shown)• Picture employee ID card• Firearms Acquisition Certificate• Social Insurance Card (only if has signature strip)• B.C. CareCard• Native Status Card• Parole Certificate ID• Correctional Service Conditional Release Card

*It is not necessary that each piece of identification viewed by the Contractor contains the name, date of birth and current address of the Services Worker. It is sufficient that, in combination, the identification viewed contains that information.

Verification of education and professional qualifications

2. The Contractor must verify, by reasonable means, any relevant education and professional qualifications of a Services Worker, obtain or create, as applicable, Records of all such verifications, and retain a copy of those Records.

Verification of employment history and reference checks

3. The Contractor must verify, by reasonable means, any relevant employment history of a Services Worker, which will generally consist of the Contractor requesting that a Services Worker provide employment references and the Contractor contacting those references. If a Services Worker has no relevant employment history, the Contractor must seek to verify the character or other relevant personal characteristics of the Services Worker by requesting the Services Worker to provide one or more personal references and contacting those references. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records.

Security interview

4. The Contractor must allow the Province to conduct a security-focused interview with a Services Worker if the Province identifies a reasonable security concern and notifies the Contractor it wishes to do so.

SCHEDULE H – ADDITIONAL TERMS

None

Attachments

Name	Principles	<i>Guiding Principles.docx</i>
Description	Principles	
Name	Best Practices in Family-Centered Early Intervention	<i>Best Practices in Family Intervention.docx</i>
Description	Best Practices	
Name	BC Early Hearing Program Guidelines	<i>BC Early Hearing Program Guidelines.docx</i>
Description	Program Guidelines	

SCHEDULE I – REPORTING REQUIREMENTS

Service Delivery Reports

- 1.1 The reports referred to in schedule A will be submitted within 30 days of the end of the period specified in form and content as determined by the Province.

Financial Reports

- 1.2 In addition to the financial statements requirements referred to in the Audit and Service Evaluation section of the Agreement, any financial reports should relate to service outputs at a minimum. The following additional financial reports are required:

i.

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.

Additional Reporting Requirements

- 1.3 Other information as requested by the Province.

- i. The Contractor will submit biannual service reports.

The expected outcomes to be achieved are the following:

- a) Access to meaningful language development (expressive and receptive language skills) and early literacy development;
- b) Improve the ability of families to communicate with their child and support their child's development; and
- c) Support access to other services based on the IFSP.

Outcome indicators will be identified and measured through the use of standardized measurement tools, including but not limited to the following:

- a) MacArthur-Bates Communicative Development Inventory (MCDI) – gesture and word level (8 – 16 month);
- b) MCDI – word and sentences (16 – 30 months);
- c) Kent Inventory of Developmental Skills - (0 – 15 months); and
- d) Child Developmental Inventory (CDI) - (15 months and up).
- e) Additional assessments that are effective developmental indicators for deaf and hard of hearing children within the preschool age range (ages 3 to school entry).

The Contractor will have an information management system to collect the relevant information and to report on the outcomes and performance standards.

The Contractor will provide reports three times a year including the following information:
Service Reports Schedule

- a) First Reporting Period: Year-In-Progress Report:

Due at the end of September.

- Client satisfaction survey results;
- Group programs update (full year snapshot);
- IFSP/CSP and assessment status report: Includes last date of IFSP and assessments for each child. If IFSPs or assessments are not able to be completed, reason provided or upcoming date confirmed;
- Outreach status report: Includes outreach service plan, communities served, number of families receiving outreach services and nature of services (i.e., individual, group, travel, technology, consultation, other);
- Services status report: Includes description of all services currently subcontracted to ensure service levels and assessment requirements meet standards.

b) Second Reporting Period: Financial Report

Due at the end of January.

- Revenue and expense forecast; and
- Annual report including audited financial statement.

c) Third Reporting Period: Contract Year Summary Report

Due at the end of March.

Service Delivery Areas

- Individual services;
- IFSPs and assessments;
- Group services;
- Collaborative Service Planning;
- Outreach services; and
- Contracted services.

For each service delivery area, the client services summary covers the following:

- Number of children that received service during contract year;
- Geographic location of children/families; and
- Service levels – quantity/hours of service provided.